



United Electric's On-Line Store FREQUENTLY ASKED QUESTIONS

How late in the day can I place an order on the web and still get it the next day?

Web orders can be placed up to a cutoff time of 4:30 pm. If the material is in stock it will be delivered to you the next day.

When placing an order, do I need to change the order status?

The default order status on web order entry is "Bid". If you leave the order in "Bid" status, we will assume that you are just creating a bid, and will not ship the order. In order to receive the material, you must change the order status to "Ship When Available" or "Ship When Complete" using the drop down box on the shipping information page. This is the same page where you type in your PO#. These 2 statuses commits inventory to your order, and sends the order for processing by United personnel.

Can I place an order on WOE and have it shipped to a jobsite?

When you first enter our web store portal, you can choose the jobsite, known as the "SHIP TO" that is listed. You may also change the jobsite address on the shipping information screen when you check out. You can also put the information in the shipping instructions field on the same screen during checkout. It is important that you provide a **jobsite contact name and phone number** in the shipping instructions field for all jobsite deliveries.

Who is notified when I place an order?

When an order is placed on the web store, your Outside Salesperson, Branch Manager and the Inside Salesperson is notified.

I would like to restrict who can see the Account information within my company. Can this be done?

Yes, this can be done. A separate password can be set for the company that allows only approved users access to the Account information. All others will still be able to place orders, get pricing, etc.